

Rob Holub

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Professional Summary

Technical Operations Manager with experience in managing cross-functional teams and driving process improvements. Adept at implementing innovative solutions to enhance system performance and operational efficiency. Strong leadership skills with a commitment to fostering a collaborative and productive work environment. Seeking to leverage my expertise to contribute to the success of my future employer.

Experience

Experian Partner Solutions – Austin, TX

Technical Operations Manager, Client Services

10/2022 - 2/2025

- Led a team of 5 Technical Account Managers across 3 countries, overseeing hiring, training, coaching, and performance reviews.
- Managed tier one clients during extended leaves of other Technical Account Managers, ensuring seamless team integration.
- Assumed the Technical Account Manager role for new strategic clients, providing exceptional service and technical expertise.
- Led daily meetings to prioritize incoming tickets for multiple Client Services teams, determining assignments, priorities, and capacity.
- Managed the third-party multi-factor authentication system, SecureAuth, including troubleshooting, configuration, and creating hot fixes.
- Handled ad-hoc requests and issues, including troubleshooting, technical calls, advising on best practices, and providing data and reporting.

Application Support Engineer Lead

10/2021 – 10/2022

- Managed an inbound ticket queue, monitoring and addressing support requests by assessing urgency and complexity, prioritizing tickets, and ensuring timely resolutions.

- Managed the third-party multi-factor authentication system, SecureAuth, including troubleshooting, configuration, and creating hot fixes.
- Trained new hires through meetings covering specific concepts and systems, followed by one-on-one sessions for real-time coaching on issues and projects.

Application Support Engineer Level 3

7/2019 – 10/2021

- Managed an inbound ticket queue, monitoring and addressing support requests by assessing urgency and complexity, prioritizing tickets, and ensuring timely resolutions.
- Managed the third-party multi-factor authentication system, SecureAuth, including troubleshooting, configuration, and creating hot fixes.
- Trained new hires through meetings covering specific concepts and systems, followed by one-on-one sessions for real-time coaching on issues and projects.

Application Support Engineer Level 2

3/2016 – 7/2019

- Managed an inbound ticket queue, monitoring and addressing support requests by assessing urgency and complexity, prioritizing tickets, and ensuring timely resolutions.
- Managed the third-party multi-factor authentication system, SecureAuth, including troubleshooting, configuration, and creating hot fixes.

Grande Communications – San Marcos, TX

Junior Software Developer

2/2015 – 3/2016

- Developed applications for use by our internal teams using the PHP framework Fat Free Framework.
- Developed applications for use by our internal teams using the JavaScript framework Sencha / ExtJS framework.
- Designed and built the database for the applications that I built.

Network Operation Center (NOC) Supervisor

6/2011 – 2/2015

- As the NOC Supervisor I was included in the hiring process as the primary interviewer and decision maker.
- Provided hands-on, side-by-side training to new and potential Network Operations Center (NOC) technicians, ensuring they were well-prepared for their roles.
- Managerial tasks including performance reviews, coaching, and scheduling.
- Monitored network systems, verified the impact of alarms, and dispatched field technicians as needed. Additionally, I handled inbound calls from field technicians and clients, providing them with support.

Network Operation Center (NOC) Lead Technician

10/2010 – 6/2011

- Provided hands-on, side-by-side training to new and potential Network Operations Center (NOC) technicians, ensuring they were well-prepared for their roles.
- Monitored network systems, verified the impact of alarms, and dispatched field technicians as needed. Additionally, I handled inbound calls from field technicians and clients, providing them with support.
- Reviewed maintenance requests from both internal and external teams, assessed their impact, checked for any overlaps with other activities or outages, and provided approvals when appropriate. Additionally, I sent maintenance notifications to clients.
- Maintained a schedule for all NOC technicians for 24x7x365 coverage.

Network Operation Center (NOC) Technician Level 1

3/2008 – 10/2010

- Monitored network systems, verified the impact of alarms, and dispatched field technicians as needed. Additionally, I handled inbound calls from field technicians and clients, providing them with support.
- Reviewed maintenance requests from both internal and external teams, assessed their impact, checked for any overlaps with other activities or outages, and provided approvals when appropriate. Additionally, I sent maintenance notifications to clients.

Technical Support Representative Level 1

3/2007 – 3/2008

- Supported customers by troubleshooting Cable, Internet, and Phone issues as well as helping with installs and general computer issues.

CoreNAP – Austin, TX

IDC Technician

1/2007 – 3/2007

- Monitored the health of the data center and its servers and equipment using various tools and systems.
- Assessed issues and escalated them to third-party vendors when necessary.
- Handled support requests and escalations from data center customers.

Education

Bachelor's degree – Computer Science

Texas State University – San Marcos, TX

9/2001 – 12/2012

Skills

PHP
JavaScript
Python
MySQL

MSSQL
Linux
Jira/Confluence
Splunk

Report Writing
Interpersonal Skills

Projects

SecureAuth

I was solely responsible for managing our third-party multi factor authentication system, SecureAuth. From setting up new client integrations, editing configurations, troubleshooting, and creating hotfixes, I managed anything and everything when it came to this system.

Notably, when an issue was found and the third-party vendor could not find a fix for it, I wrote a hotfix using jQuery and CSS which resolved the issue our customers were experiencing.

Tier One Technical Account Manager

While serving as the Application Support Team Lead, I also covered the Discover, American Express, Capital One, and AAA accounts due to the departure of their Technical Account Manager. I successfully completed my Team Lead responsibilities while providing top-notch support and handling day-to-day tasks for four of our largest clients.